

NHS 24



Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

Please read all accompanying notes and definitions before interpreting the data.

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Source:

Publication only contains information from the SAP Hana Data Warehouse upto week ending 26th October and contains information from Azure Data Warehouse from 21st October.

This publication includes data for week ending: 21/09/2025 to 14/12/2025

Notes:

1) This document is Official Statistics in Development.

2) The statistics in this weekly update cover NHS 24 activity only, and include new data for the previous 4 weeks. Data for the most recent 3 weeks should be treated as provisional.

Please note Phase 1 of Digital Transformation went live at 10:30am on Tuesday 22nd July for Ayrshire and Arran, from this date until Tuesday 21st October Tables 1 and 2 reports will not contain records from Ayrshire and Arran patients who called 111 service on either unwell or A&E pathways. The data from the new telephony and CRM systems will be retrospectively reported on when the new Data Warehouse is available for production data.

Definitions

Indicator	Definition	Format
Overall Call Volume	The total number of calls made to the NHS 24 Service. As well as answered and abandoned calls the figure includes ringback requests.	Number
Overall Connected	Calls which are picked up by NHS 24 skillsets, includes successful ringback attempts from the Virtual Queue.	Number
Median Time to Answer	The time in which 50% of patients are answered by 111 service.	hh:mm:ss
Time to Answer 90% of Calls	The time in which 90% of patients are answered by 111 service.	hh:mm:ss
Caller Discontinued	Percentage of callers where source number abandons at least twice after 5 minute threshold with no call answered within a calendar day.	Percentage
Overall Avg Patient Journey	Mean Time of when calls enter queue for advisor (when phone starts ringing for an advisor) - to when the final endpoint is entered indicating that the triage from NHS 24 is complete or when call is abandoned.	hh:mm:ss
Triaged at First Contact	Based on Contact Records (episode of care) - this percentage monitors the number of records which are triaged on the initial inbound call without need for calling patient back.	Percentage
Health Board	The Health Board where the patient / endpoint data is sent.	Text
Primary Care (PCARE)	This measure reports the proportion of 111 calls where the outcome is a direct referral to Out of Hours service, such as GP Telephone Advice or attending Urgent Care Centre to see a GP. This also includes advice to Contact Own GP with no onward referral to rest of system.	Number
Secondary Care (SCARE)	This measure will report the proportion of 111 calls where the outcome is direct referral to Emergency Departments/Minor Injury Unit, referral into Flow Navigation Centre (FNC) for further virtual consultation, or 999 referral to Scottish Ambulance Service.	Number
Self Care/No Partner Action (SLFC_NPA)	This measure will report the proportion of 111 calls where the outcome is direct self-care by NHS 24 or where the outcomes is advice to contact another health care professional, including pharmacist, optometrist, dentist and midwife.	Number

Calendar day	17/11/2025	18/11/2025	19/11/2025	20/11/2025	21/11/2025	22/11/2025	23/11/2025	24/11/2025	25/11/2025	26/11/2025	27/11/2025	28/11/2025	29/11/2025	30/11/2025	01/12/2025	02/12/2025	03/12/2025	04/12/2025	05/12/2025	06/12/2025	07/12/2025	08/12/2025	09/12/2025	10/12/2025	11/12/2025	12/12/2025	13/12/2025	14/12/2025
Overall Call Volume	3482	3052	3042	3090	3311	7551	7327	3895	3545	3494	3488	3459	7452	3910	3709	3514	3559	3562	7965	7820	4122	3631	3444	3252	3475	7700	7450	
Overall Calls Connected	2970	2766	2561	2625	2520	6010	6074	3097	2867	2774	2662	2594	5778	5655	2970	2800	2638	2594	2773	6098	5953	3158	2615	2604	2567	2570	6055	6017
Caller Disconnected	0.23%	0.00%	0.20%	0.25%	0.42%	0.49%	0.53%	0.46%	0.43%	0.46%	0.19%	0.58%	0.85%	0.73%	1.01%	0.60%	0.81%	0.79%	0.50%	0.89%	1.04%	0.73%	0.54%	0.64%	0.52%	0.84%	0.73%	0.45%
Overall Avg Patient Journey Time	00:41:57	00:30:10	00:32:09	00:32:52	00:48:24	00:47:53	00:57:37	00:40:50	00:43:53	00:42:48	00:42:07	00:47:21	01:14:48	01:08:25	00:56:11	00:47:21	00:52:27	00:45:20	01:09:12	01:14:22	00:43:44	00:44:33	00:49:38	00:44:05	00:55:44	00:53:38	00:59:07	
Triaged at First Contact %	96.00%	97.00%	97.00%	97.00%	95.00%	92.00%	94.00%	97.00%	97.00%	97.00%	96.00%	93.00%	95.00%	97.00%	97.00%	97.00%	98.00%	98.00%	95.00%	93.00%	94.00%	97.00%	97.00%	95.00%	92.00%	94.00%		
Median Time to Answer	00:15:01	00:02:05	00:07:08	00:04:07	00:20:21	00:24:14	00:36:59	00:15:09	00:12:26	00:19:01	00:20:45	00:15:13	01:01:30	00:53:38	00:38:17	00:26:24	00:34:14	00:12:40	00:41:17	00:52:20	00:24:11	00:27:18	00:33:39	00:27:32	00:33:08	00:29:17	00:32:54	
90th Percentile Time to Answer	00:53:48	00:17:59	00:25:15	00:38:19	01:22:23	00:44:58	01:17:39	00:49:20	00:57:08	00:49:13	00:49:53	01:21:32	01:27:49	01:34:12	01:17:38	01:20:29	01:22:27	01:14:24	01:45:02	01:49:00	01:02:28	00:50:53	00:56:29	00:45:18	01:31:50	01:16:44	01:06:14	

Week Endng Date	21/09/2025	28/09/2025	05/10/2025	12/10/2025	19/10/2025	26/10/2025	02/11/2025	09/11/2025	16/11/2025	23/11/2025	30/11/2025	07/12/2025	14/12/2025
Overall Call Volume	30860	30675	31618	30752	29505	30154	31127	30758	29804	31055	32915	34039	33074
Overall Calls Connected	24072	25292	27268	25231	25289	24808	25340	25240	25631	25526	25727	25826	25786
Caller Discontinued	0.48%	0.25%	0.18%	0.27%	0.12%	0.26% *	0.27%	0.52%	0.20%	0.35%	0.56%	0.83%	0.63%
Overall Avg Patient Journey Time	00:39:06	00:36:26	00:36:04	00:35:58	00:30:50	00:44:41 *	00:39:41	01:00:12	00:40:03	00:44:57	00:56:34	00:59:59	00:51:35
Triaged at First Contact %	94.42%	94.62%	94.29%	95.62%	95.64%	93.00% *	94.00%	95.00%	94.00%	95.00%	95.00%	95.00%	95.00%
Median Time to Answer	00:15:24	00:13:51	00:06:39	00:11:29	00:07:02	00:12:42	00:15:03	00:23:12	00:13:48	00:19:02	00:33:25	00:36:00	00:29:26
90th Percentile Time to Answer	00:39:26	00:35:32	00:34:48	00:41:08	00:26:22	00:41:51	00:44:59	02:02:57	00:37:27	00:52:27	01:21:07	01:32:09	01:04:21

* denotes where the data is solely from the Azure data warehouse

NHS Borders	Self Care/No Partner Action	Distress Brief Intervention	4	3	1	1	3	1	2	1	4	1	1	4	
NHS Borders	Self Care/No Partner Action	For Information Only	9	14	15	22	11	18	9	16	12	11	9	10	10
NHS Borders	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only					1								
NHS Borders	Self Care/No Partner Action	Patient given self care advice - For Information Only	28	40	39	29	35	6							
NHS Borders	Self Care/No Partner Action	Patient given self care dental advice - For Information Only							2		2			1	
NHS Borders	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1						1		1				
NHS Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	2						2		1		1		
NHS Borders	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only		1					3		1		1		
NHS Borders	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1	1	4	5	4	4	3	2	2	5	6	6	4
NHS Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	1	1	2	2	2		4				1	1	
NHS Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only						25	41	24	38	35	31	27	31
NHS Borders	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	2	4		2									
NHS Borders	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							3		3	1	2	3	3
NHS Borders	Not assigned	(blank)													1
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	5	1	6	1	4	1	8	3	2	8	3	2
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	5	6	7	5	4	9	9	3	5	9	7	4	2
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	2	2	2	1	5	1	2	2	2	4	4	2	2
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	5	4	11	12	10	4	6	4	6	4	3	5	8
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 4 Hrs	10	23	19	30	31	23	15	16	22	22	16	14	18
NHS Dumfries & Galloway	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1											
NHS Dumfries & Galloway	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)							1						
NHS Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	2	4	2	2	2	2	3	3	1	9	3	1	2
NHS Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	15	12	15	14	13	10	9	10	12	13	12	10	12
NHS Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	11	17	19	18	11	19	12	13	9	13	21	8	12
NHS Dumfries & Galloway	Primary Care	PCEC within 1 Hr	9	6	5	4	14	10	10	10	10	5	5	3	
NHS Dumfries & Galloway	Primary Care	PCEC within 2 Hrs	31	38	42	38	47	37	35	42	56	29	44	39	35
NHS Dumfries & Galloway	Primary Care	PCEC within 4 Hrs	84	77	76	69	122	92	80	75	83	89	92	86	80
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice - For Information Only	2	3				2	3		1	2	1	1	
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1	1	1			1	1		4	2	1		
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only													
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	10	9	18	22	15	10	1	9	9	5	3	4	3
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only													
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 2 Hrs - For Information Only	13	7	7	7	4	2							
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	6	4	3	1	4	5	3	3	4	5	6	3	4
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 1 Hr	9	6	8	12	12	9	4	8	4	9	8	12	8
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	21	22	18	23	24	13	17	21	8	11	15	11	9
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 4 Hrs	1	1											
NHS Dumfries & Galloway	Primary Care	Transport to PCN within 2 Hrs													
NHS Dumfries & Galloway	Primary Care	Transport to PCN within 4 Hrs													
NHS Dumfries & Galloway	Secondary Care	999 - Ambulance (ASAP)	1	1											
NHS Dumfries & Galloway	Secondary Care	999 contacted - For information only	45	44	50	41	51	10	30	70	61	56	49	46	48
NHS Dumfries & Galloway	Secondary Care	patient advised to attend A & E within 1 hour - for information only	9	11	9	8	13	2	2	1	0	0	1	1	
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	41	46	46	38	46	12							
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	5	5	5	5	2								
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to Ambulance within 1 Hr						5	7	2	2	3	5	3	
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	10	9	9	11	14	13	16	8	12	8	9	15	10
NHS Dumfries & Galloway	Secondary Care	Patient suitable for MUI 4Hr - Flow Hub to arrange						31	61	56	55	47	42	43	39
NHS Dumfries & Galloway	Secondary Care	Pt advised to go to A&E	3	7	3	3	3		3	2	2	4	3	2	3
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	9	6	8	12	12	9	4	8	4	9	8	12	8
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs						3	9	14	10	10	12	4	7
NHS Dumfries & Galloway	Secondary Care	Speak to clinician within 4 Hrs	9	11	9	8	13	2							
NHS Dumfries & Galloway	Secondary Care	Self Care/No Partner Action													
NHS Dumfries & Galloway	Secondary Care	Contact Public Health													
NHS Dumfries & Galloway	Secondary Care	Self Care/No Partner Action													
NHS Dumfries & Galloway	Secondary Care	Dental Nurse - Contact Dentist within 24 hours	84	81	36	41	46	1	29	36	23	33	28	25	33
NHS Dumfries & Galloway	Secondary Care	Dental Nurse - Contact Next Routine Appointment over 24 hour	1												
NHS Dumfries & Galloway	Secondary Care	Dental Nurse - Not Triage/Assessed	1												
NHS Dumfries & Galloway	Secondary Care	Dental Nurse - Routine Contact with Dentist	1	3	2		1	2	1	3	1	2	1	2	
NHS Dumfries & Galloway	Secondary Care	Dental Nurse - Self Care	1	1	1	1	1								
NHS Dumfries & Galloway	Secondary Care	Distress Brief Intervention	2	1	6	3	1	2	5	3	2	4	1	3	
NHS Dumfries & Galloway	Secondary Care	For Information Only	14	15	12	6	7	10	9	11	12	11	7	9	10
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	36	35	33	34	24	2							
NHS Dumfries & Galloway	Secondary Care	Patient given self care advice - For Information Only							1						
NHS Dumfries & Galloway	Secondary Care	Pt advised to contact Dentist - For Information Only							2						
NHS Dumfries & Galloway	Secondary Care	Pt advised to contact GUM Clinic - For Information Only	1	2			2		1	1	5	1	1		
NHS Dumfries & Galloway	Secondary Care	Pt advised to contact Midwife - For Information Only	4	2	3	6	4	4	5	4	7	8	9	4	
NHS Dumfries & Galloway	Secondary Care	Pt advised to contact Optician - For Information Only	2	2		1	1	3	28	23	28	29	47	39	28
NHS Dumfries & Galloway	Secondary Care	Pt advised to contact Orthodontist - For Information Only	1	1	2	4	1								
NHS Dumfries & Galloway	Secondary Care	Pt advised to contact Pharmacist - For Information Only							2	2	1	1	1		
NHS Dumfries & Galloway	Secondary Care	Pt advised to contact Practice - For Information Only	18	13	10	16	19	10	10	16	16	10	11	16	17
NHS Dumfries & Galloway	Secondary Care	Pt advised to contact Practice - For Information Only	11	26	16	17	15	25	17	18	20	24	23	18	18
NHS Dumfries & Galloway	Secondary Care	DN (Dr) phone patient within 1 Hr	7	4	6	3	5	3	5	8	3	5	6	2	6
NHS Dumfries & Galloway	Secondary Care	DN (Dr) phone patient within 2 Hrs	17	12	8	17	19	12	6	12	7	10	8	9	10
NHS Dumfries & Galloway	Secondary Care	DN (Dr) phone patient within 4 Hrs	33	49	38	50	43	34	36	35	42	32	43	49	37
NHS Dumfries & Galloway	Secondary Care	Not assigned							1						
NHS Fife	Primary Care	Contact GP Practice within 24 Hours, Next	2	1	1	1									
NHS Fife	Primary Care	Contact GP Practice within 4 Hours (ASAP)													
NHS Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	18	13	10	16	19	10	10	16	16	10	11	16	17
NHS Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	11	26	16	17	15	25	17	18	20	24	23	18	18
NHS Fife	Primary Care	DN (Dr) phone patient within 1 Hr	7	4	6	3	5	3	5	8	3	5	6	2	6
NHS Fife	Primary Care	DN (Dr) phone patient within 2 Hrs	17	12	8	17	19	12	6	12	7	10	8	9	10
NHS Fife	Primary Care	DN (Dr) phone patient within 4 Hrs	43	49	38	50	43	34	36	35	42	32	43	49	37
NHS Fife	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1											
NHS Fife	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)													
NHS Fife	Primary Care	Home Visit within 1 Hr	14	9	12	14	6	10	11	8	8	4	1	7	4
NHS Fife	Primary Care	Home Visit within 2 Hrs	43	41	31	48	29	28	36	22	28	24	25	28	37
NHS Fife	Primary Care	Home Visit within 4 Hrs	38	35	50	57	55	43	29	30	38	43	35	44	42
NHS Fife	Primary Care	PCEC within 1 Hr	43	39	42	38	31	35	39	35	1	49	46	36	43
NHS Fife	Primary Care	PCEC within 2 Hrs	124	138	139	168	109	103	125	124	124	150	150	164	154
NHS Fife	Primary Care	PCEC within 4 Hrs	323	307	325	518	298	296	257	235	250	284	306	342	343
NHS Fife	Primary Care	Pt advised to contact practice - For Information Only	6	9	10	6	5	4	5	6	6	6	6	11	5
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	6	7	5	6	5	1	1	3	8	6	2	3	5
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	6	7	5	6	5	1	1	3	8	6	2	3	5
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	60	60	78	101	67	22	19	16	16	14	14	28	
NHS Fife	Primary Care	Pt advised to contact Practice within 36 Hrs - For Information Only						19	31	25	20	19	16		
NHS Fife	Primary Care	Pt advised to contact Practice within 36 Hrs - Info Only	40	38	25	21	35	11				4		1	
NHS Fife	Primary Care	Pt advised to contact practice within 1 Hr	14	9	7	12	5	12	14	11	11	12	7	8	10
NHS Fife	Primary Care	Pt advised to contact practice within 2 Hrs	2												

NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	15	10	15	8	15	2	9	15	14	14	14	17	12	16
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1													
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	95	134	131	127	129	113	107	127	105	114	116	109	102	
NHS Fife	Secondary Care	Patient suitable for MU 4Hr - Flow Hub to arrange	3						141	186	184	213	189	195	184	174
NHS Fife	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	1													
NHS Fife	Secondary Care	Routine A&E and Minor Injuries -Refer to Hub-care will be provided by local services	30	24	27	21	19	26	23	28	16	23	17	19	20	
NHS Fife	Secondary Care	Speak to clinician 2 Hrs	30					35	52	58	46	32	58	45	47	
NHS Fife	Secondary Care	Speak to clinician 4 Hrs	33	33	31	47	37	7								
NHS Fife	Secondary Care	Speak to clinician within 4 Hrs	33													
NHS Fife	Self Care/No Partner Action	Contact Breathing Space														
NHS Fife	Self Care/No Partner Action	Contact Family Planning Clinic														
NHS Fife	Self Care/No Partner Action	Contact Health Visitor														
NHS Fife	Self Care/No Partner Action	Contact Dentist within 1														
NHS Fife	Self Care/No Partner Action	Contact Dentist within 24														
NHS Fife	Self Care/No Partner Action	Contact Dentist within 24 hours	199	182	112	101	118	14								88
NHS Fife	Self Care/No Partner Action	Contact Dentist -Next Routine Appo	2													
NHS Fife	Self Care/No Partner Action	Contact Dentist -Next Routine Appointment over 24 hour	3	2	11	5	5	4	5	11	5	5	4	3	2	2
NHS Fife	Self Care/No Partner Action	Dental Nurse -Routine Contact with Dentist	2													
NHS Fife	Self Care/No Partner Action	Dental Nurse -Routine Contact with Dentist	2	4	2	1	3									
NHS Fife	Self Care/No Partner Action	Dental Nurse -Self Care	2	1	6	4	1									
NHS Fife	Self Care/No Partner Action	Distress Brief Intervention	3	5	5	12	7	11	7	9	11	11	6	6	8	
NHS Fife	Self Care/No Partner Action	For Information Only	48	39	56	57	48	35	47	41	54	38	42	50	43	
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only	135	115	127	159	145	21								
NHS Fife	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2													
NHS Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	3	2	3	4	4	7	3	3	1	1	2	3	
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	7	5	7	11	8	3	4	4	4	5	2	3	6	
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	22	23	23	34	16	21	13	10	17	15	21	24	22	
NHS Fife	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	5	3	2	2	2	2	6	4	3	4	3	4	5	
NHS Fife	Self Care/No Partner Action	Pt advised to contact Police - For Information Only														
NHS Fife	Self Care/No Partner Action	Pt given self care advice - For Information Only														
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4	7	3	3	2	4	3	7	1	6	5	7	10	
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only														
NHS Fife	Not assigned	(blank)														
NHS Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	7	8	5	11	1	2	11	5	4	6	3	9	
NHS Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	5	13	11	18	11	17	8	18	10	13	11	4	15	
NHS Fife	Primary Care	DN (Dr) phone patient within 1 Hr	6	7	2	4	5	6	3	1	1	2	1	5		
NHS Fife	Primary Care	DN (Dr) phone patient within 2 Hrs	7	10	8	10	10	5	7	4	7	8	5	7	3	
NHS Fife	Primary Care	DN (Dr) phone patient within 4 Hrs	22	16	31	35	30	15	18	26	22	26	25	28	28	
NHS Fife	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1		2	1	2									
NHS Fife	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)														
NHS Fife	Primary Care	Home Visit within 1 Hr	1	1	1	3	6									
NHS Fife	Primary Care	Home Visit within 4 Hrs	4	7	6	12	7	6	4	6	2	3	1	6	4	
NHS Fife	Primary Care	Home Visit within 2 Hrs	19	28	22	27	26	25	19	13	26	17	26	20	17	
NHS Fife	Primary Care	Home Visit within 4 Hrs	36	27	28	29	38	21	29	31	29	16	31	30	35	
NHS Fife	Primary Care	Partner to Triage														
NHS Fife	Primary Care	PCEC within 1 Hr	31	37	35	28	18	34	30	24	30	47	36	30	40	
NHS Fife	Primary Care	PCEC within 2 Hrs	117	108	118	94	145	116	105	101	122	116	108	138		
NHS Fife	Primary Care	PCEC within 4 Hrs	262	301	287	328	328	242	236	249	224	248	266	289	306	303
NHS Fife	Primary Care	Pt advised to contact practice - For Information Only	6	2	3	6	7	7	10	3	5	1	3	7	5	
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	3	5	1	5	3									
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	3	5	1	5	3									
NHS Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	60	70	83	72	77	57	69	104	85	92	95	83	102	
NHS Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	41	36	38	28	18	12	7	24	19	25	27	19	19	10
NHS Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	7	12	11	6	15	11	12	8	12	7	4	5	7	
NHS Fife	Primary Care	Speak to clinician within 1 Hr	9	22	22	21	21	12	17	11	10	22	16	15	17	
NHS Fife	Primary Care	Speak to clinician within 2 Hrs	48	32	30	39	70	36	39	22	36	24	26	29		
NHS Fife	Secondary Care	999 contact - For Information only	136	131	160	118	134	19	116	126	110	140	128	127	120	117
NHS Fife	Secondary Care	patient advised to attend A & E within 1 hour - for information only														
NHS Fife	Secondary Care	Patient advised to go to A&E	200	200	205	180	174	42								
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	5	4	11	13	15	1								
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	248	272	253	238	178	204	252	240	215	222	185	205	230	
NHS Fife	Secondary Care	Pt advised to go to A&E - Flow Hub to arrange						157	198	181	221	238	224	184	191	
NHS Fife	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub														
NHS Fife	Secondary Care	Speak to clinician 2 Hrs	55	65	42	72	37	46	62	32	38	51	34	25	39	
NHS Fife	Secondary Care	Speak to clinician 4 Hrs	59	49	62	54	51	13								
NHS Fife	Self Care/No Partner Action	Contact Breathing Space														
NHS Fife	Self Care/No Partner Action	Contact Community Health Nurse														
NHS Fife	Self Care/No Partner Action	Contact Dentist within 1														
NHS Fife	Self Care/No Partner Action	Contact Dentist within 1 hour														
NHS Fife	Self Care/No Partner Action	Contact Dentist -Next Routine Appo														
NHS Fife	Self Care/No Partner Action	Contact Dentist -Next Routine Appointment over 24 hour	1													
NHS Fife	Self Care/No Partner Action	Contact Dentist -Not Trigged/Assessed	8	3	8	1	4	13	6	7	3	3	2	2	5	
NHS Fife	Self Care/No Partner Action	Contact Dentist -Routine Contact with Dentist														
NHS Fife	Self Care/No Partner Action	Contact Dentist -Self Care	3	1	1	1	2									
NHS Fife	Self Care/No Partner Action	Distress Brief Intervention	11	7	6	6	8	13	16	7	11	12	8	6	7	
NHS Fife	Self Care/No Partner Action	For Information Only	48	64	69	57	55	66	67	60	44	42	44	35	41	
NHS Fife	Self Care/No Partner Action	Not Assessed / Triage Refused	1													
NHS Fife	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	108	109	108	102	109	22	2	4	2	3	4	6	2	5
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only														
NHS Fife	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only														
NHS Fife	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1	3	4	3	5	2	3	4	7	3	2	3		
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1	3	4	12	8	5	9	5	3	6	5	4		
NHS Fife	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	13	25	20	17	19	12	13	16	20	20	13	27	18	
NHS Fife	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	2	2	4	3	3	6	3	3	6	7	4	3	
NHS Fife	Self Care/No Partner Action	Pt given self care advice - For Information Only	81	128	111	123	98	101	97	101	97	106				
NHS Fife	Self Care/No Partner Action	Remote Prescribing	13	8	9	23	16	4								
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only														
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only														
NHS Fife	Self Care/No Partner Action	Urgent call - OOH Service clinician to phone patient														
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP)	Not assigned													
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	18	13	17	9	16	13	11	9	26	17	12	10	15	

NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	24	47	29	18	24	24	26	19	20	20	21	12	19
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	6	4	4	5	1	2	3	8	1	3	3	1	2
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	3	14	8	12	14	10	12	7	8	5	1	6	4
NHS Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	23	33	24	31	22	28	27	22	25	25	26	18	17
NHS Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	3	10	3	4	1	1							
NHS Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)													
NHS Grampian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)													
NHS Grampian	Primary Care	Home Visit within 1 Hr	1	1	2	1									
NHS Grampian	Primary Care	Home Visit within 12 Hrs	11	17	12	13	17	13	12	16	17	8	12	20	12
NHS Grampian	Primary Care	Home Visit within 2 Hrs	44	66	70	50	49	46	45	58	43	47	37	44	69
NHS Grampian	Primary Care	Home Visit within 4 Hrs	69	81	63	65	61	53	60	51	49	47	61	52	59
NHS Grampian	Primary Care	PCEO within 1 Hr	54	50	58	59	41	46	45	43	74	65	62	62	67
NHS Grampian	Primary Care	PCEO within 2 Hrs	157	198	161	168	176	150	152	165	186	201	232	217	211
NHS Grampian	Primary Care	PCEO within 4 Hrs	362	535	414	475	368	406	427	364	460	429	458	466	522
NHS Grampian	Primary Care	Pt advised to contact practice - For Information Only	10	9	9	7	6	5	9	9	3	6	2	7	6
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	12	6	7	10	3	3	5	7	2	4	4	1	11
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	77	96	98	94	107	121	118	116	107	98	128	126	183
NHS Grampian	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only													
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	38	39	47	46	40	45	33	30	35	34	33	24	17
NHS Grampian	Primary Care	Speak to clinician within 1 Hr	19	22	23	20	12	17	19	18	18	13	17	15	
NHS Grampian	Primary Care	Speak to clinician within 2 Hrs	29	44	50	36	33	25	40	24	37	43	30	32	30
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs	71	101	71	86	63	69	63	56	64	66	44	64	57
NHS Grampian	Secondary Care	999 contacted - For Information only	197	278	243	242	251	43			1		1		
NHS Grampian	Secondary Care	999 contacted - For Information only													
NHS Grampian	Secondary Care	patient advised to attend A&E within 1 hour - for information only													
NHS Grampian	Secondary Care	patient advised to attend A&E within 1 hour - for information only	222	262	255	290	248	44	2	6	2	4	3	5	2
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	17	16	20	16	16	2							
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													
NHS Grampian	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	230	244	219	221	221	220	206	214	215	199	191	176	205
NHS Grampian	Secondary Care	Pt advised to go to A&E	50	60	32	55	35	36	40	41	32	21	21	26	255
NHS Grampian	Secondary Care	Speak to clinician 1 Hrs	52	63	62	57	56	11	5	2	6	6	59	59	73
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space													
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 Hr	2		1	1	2		2	1	1			1	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour													
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24													
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	154	164	111	103	97	21	83	79	71	105	76	74	60
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appt	1	3		2	2		1	2					
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	7	3	17		6	9	4	3	5	6	1	5	10
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed							5	2	1				
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist													
NHS Grampian	Self Care/No Partner Action	Self Care - Self Care	1	1	2	1	1		2			2	1		
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	5	2	3	2	3		1			1			
NHS Grampian	Self Care/No Partner Action	For Information Only	8	8	11	5	5	4	9	9	10	14	3	3	7
NHS Grampian	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	85	93	117	85	89	65	53	63	62	52	35	55	63
NHS Grampian	Self Care/No Partner Action	Patient given self care advice - For Information Only	175	171	155	156	159	28	2	1	1	4	5	1	2
NHS Grampian	Self Care/No Partner Action	Patient given self care dental advice - For Information Only													
NHS Grampian	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only													
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Info Only													
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	1	1	1	2	2		1	1	1	1	1	2
NHS Grampian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	5	7	2	3	3	4	3	4	3	3	6	4
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	7	10	6	4	11	5	3	8	4	3	6	5
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1												
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	29	31	29	27	28	23	32	24	23	17	24	32	32
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	13	21	8	12	17	12	17	7	7	4	7	7	
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only							115	138	140	164	170	165	197
NHS Grampian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	9	24	25	17	20	3	4	6	13	10	2	9	6
NHS Grampian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only							1						
NHS Greater Glasgow & Clyde	Not assigned	Not assigned							2	2	2	8	5	1	3
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 12 Hours (Sam)													
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 36 Hours (Nex)													
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 1 Hr	29	34	46	39	52	43	26	31	30	21	27	33	36
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 2 Hrs	57	64	91	47	62	52	51	77	50	56	55	73	57
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) phone patient within 1 Hr	1	6	1	1	3	4	7	2	5	2	8	4	2
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 2 Hrs	4	12	8	8	12	2	5	9	5	4	6	4	5
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 4 Hrs	11	13	17	9	20	14	12	9	13	14	18	12	
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	8	5	13	2	5	2							
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	3	2	2	2								
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	9	5	4	4	5								
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	34	25	42	30	27	27	32	21	36	38	20	45	36
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	88	95	133	99	79	107	69	88	111	90	83	64	
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs	142	114	154	117	113	135	110	96	124	132	133	133	135
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 6 Hrs							1						
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr	128	116	148	112	125	89	109	118	140	128	133	113	107
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 2 Hrs	394	451	609	435	415	388	319	416	434	479	489	487	454
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 4 Hrs	999	1107	1561	1079	1026	948	956	867	1042	1082	1178	1097	966
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	15	21	43	23	20	17	12	13	29	11	14	20	22
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	20	13	19	16	11	5	7	16	19	10	15	10	22
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	201	196	279	279	255	71	38	76	86	70	67	91	52
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only							341						
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	113	98	92	100	92	24	69	77	60	69	71	69	77
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	34	40	55	47	55	38	43	43	45	34	28	28	34
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	63	79	112	64	74	69	77	60	69	71	69	77	61
NHS Greater Glasgow & Clyde	Primary Care	Transfer to PCEC within 4 Hrs	153	192	227	172	172	141	146	112	139	128	113	134	133
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - For Information only	4	2	4	2	3	1							
NHS Greater Glasgow & Clyde	Secondary Care	patient advised to attend A&E within 1 hour - for information only	470	467	539	450	469	84	1			3	1		
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to go to A&E	488	593	697	578	572	102	8	8	11	9	4	9	10
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	36	44	39	43	45	3							
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hrs - Info Only							27	54	37	40	39	35	37
NHS Greater Glasgow & Clyde	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	2	372	371	374	330	355	342	303	350	289	294	331	343
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E	0	1			463	602	520	651	652	676	583	566	
NHS Greater Glasgow & Clyde	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services													
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 2 Hrs	66	72	78	57	47	61	64	66	64	50	53	36	57
NHS Greater Glasgow & Clyde</															

NHS Lanarkshire	Primary Care	PCEC within 2 Hrs	213	225	304	184	203	216	242	245	282	290	338	340	308	
NHS Lanarkshire	Primary Care	PCEC within 4 Hrs	488	497	707	458	527	571	509	483	605	599	715	662	634	
NHS Lanarkshire	Primary Care	Pt advised to contact practice - For Information Only	8	5	10	10	10	9	9	2	13	6	8	8	5	
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only						1	7	6	5	3	4	11	9	
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	9	5	10	11	9	2								
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only						77	119	129	160	135	157	155	191	
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	91	106	99	108	104	23	23	45	46	43	40	39	27	22
NHS Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only														
NHS Lanarkshire	Primary Care	Speak to clinician within 1 Hr	50	45	38	37	45	12								
NHS Lanarkshire	Primary Care	Speak to clinician within 2 Hrs	17	14	27	15	18	27	20	22	20	19	13	17	16	
NHS Lanarkshire	Primary Care	Speak to clinician within 4 Hrs	28	34	46	38	35	35	35	40	47	32	30	33	39	
NHS Lanarkshire	Primary Care	Transport to PCEC within 2 Hrs	65	91	107	71	83	64	76	54	73	74	58	70	58	
NHS Lanarkshire	Primary Care	Transport to PCEC within 4 hrs	1		2	1										
NHS Lanarkshire	Secondary Care	999 - Ambulance (ASAP)	2		2	1	1									
NHS Lanarkshire	Secondary Care	999 contacted - For information only	225	219	249	235	226	38	1							
NHS Lanarkshire	Secondary Care	patient advised to attend A & E within 1 hour - For information only					202	245	208	235	243	268	244	211		
NHS Lanarkshire	Secondary Care	Patient advised to attend A&E	276	240	337	300	297	65	4	5	3	5	9	11	8	
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	17	19	20	23	17	3								
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - Info Only						16	21	24	18	17	20	17	21	
NHS Lanarkshire	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	127	140	138	137	113	143	165	134	139	152	128	154	166	
NHS Lanarkshire	Secondary Care	Pt advised to go to A&E					246	334	316	346	335	357	314	358		
NHS Lanarkshire	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	40	24	21	43	19	28	37	27	37	44	22	41	22	
NHS Lanarkshire	Secondary Care	Speak to clinician 4 Hrs	47	56	84	51	51	11	54	65	56	79	71	67	62	
NHS Lanarkshire	Self/No/Partner Action	Contact Breathing Space	1						1	1	1	1	1	1		
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Dentist within 1														
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Dentist within 1 hour	2		1	1										
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Dentist within 24	229	274	227	125	124	21	107	118	122	141	116	122	116	
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Dentist within 4 hours							1	1	1	1	1	1		
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Next Routine Appo	8	6	13	4	4	17	7	12	7	5	7	4	4	
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Not Triage/Assessed														
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Routine Contact with Dentist	2	2	1	1	1		3	2	1	1				
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Routine Contact with Dentist	5	7	3	3	2									
NHS Lanarkshire	Self/No/Partner Action	Emergency Brief Intervention	4	6	6	6	12	8	7	14	10	11	9	14	11	
NHS Lanarkshire	Self/No/Partner Action	Emergency Contact/option	53	67	93	60	50	67	67	57	68	65	78	89	56	
NHS Lanarkshire	Self/No/Partner Action	For Information Only	1													
NHS Lanarkshire	Self/No/Partner Action	Patient advised to contact CPN Team - For Info Only	156	174	185	164	182	23	3	3	3	8	4	3	8	
NHS Lanarkshire	Self/No/Partner Action	Patient given self care advice - For Information Only	1													
NHS Lanarkshire	Self/No/Partner Action	Patient given self care dental advice - For Information Only														
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact GP - For Information Only	1													
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Dentist - For Information Only														
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact GUM Clinic - For Information Only	9	3	8	6	5	9	8	4	7	6	3	4	4	
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Midwife - For Information Only	6	7	5	12	3	7	9	4	4	3	3	6	2	
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Optician - For Information Only														
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Orthodontist - For Information Only	31	36	59	32	24	42	22	35	46	31	33	29	19	
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Pharmacist - For Information Only	4	6	11	10	4	5	11	4	6	8	5	3	10	
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Police - For Information Only	0						152	174	171	193	168	197	220	203
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact self care advice - For Information Only	5	12	14	9	7	1	8	8	7	5	10	6	7	
NHS Lanarkshire	Self/No/Partner Action	Triage refused - Pt terminated call - For Information Only														
NHS Lanarkshire	Self/No/Partner Action	Triage refused. Pt terminated call - For Information Only	1													
NHS Lanarkshire	Self/No/Partner Action	Untriaged call - OOH Service clinician to phone patient (blank)														
NHS Lothian	Primary Care	Contact GP Practice within 36 Hours (Max)														
NHS Lothian	Primary Care	Contact GP Practice within 4 Hours (ASAP)	20	18	17	9	20	22	21	18	21	16	21	21	18	
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 1 Hr	35	21	23	38	28	28	27	21	27	22	28	26	27	
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 2 Hrs														
NHS Lothian	Primary Care	DN (Dr) phone patient within 1 Hr	7	4	8	5	2	5	6	4	6	4	3	12	7	
NHS Lothian	Primary Care	DN (Dr) phone patient within 2 Hrs														
NHS Lothian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	23	12	16	15	11	17	8	11	11	11	16	14		
NHS Lothian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	61	33	40	33	42	36	32	31	46	43	32	42	41	
NHS Lothian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	11	12	7	7	1								
NHS Lothian	Primary Care	Home Visit within 1 Hr	34	28	24	23	26	35	30	23	27	22	21	22	27	
NHS Lothian	Primary Care	Home Visit within 2 Hrs	92	82	83	69	86	70	78	54	63	71	75	81	67	
NHS Lothian	Primary Care	Home Visit within 4 Hrs	119	82	91	92	110	82	94	69	80	88	93	96	95	
NHS Lothian	Primary Care	PCEC within 1 Hr										1	1			
NHS Lothian	Primary Care	PCEC within 12 Hrs	90	72	90	79	76	79	89	76	96	99	105	78	93	
NHS Lothian	Primary Care	PCEC within 2 Hrs							1							
NHS Lothian	Primary Care	PCEC within 4 Hrs	352	331	282	301	273	265	311	288	354	356	345	374	368	
NHS Lothian	Primary Care	Pt advised to contact practice - For Information Only	24	18	20	20	18	11	16	11	19	24	12	15	13	
NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only														
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	15	13	19	15	13	5	7	2	14	9	9	10	9	
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only														
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	202	171	213	222	212	53	35	57	59	60	54	71	43	
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	90	84	82	81	80	29								
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	42	25	51	40	32	43	49	29	33	36	16	15	22	
NHS Lothian	Primary Care	Speak to clinician within 2 Hrs	78	66	47	60	47	56	62	52	54	50	46	56	51	
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	184	121	140	128	99	100	95	82	103	87	94	95	106	
NHS Lothian	Primary Care	Transport to PCEC within 2 Hrs	2	8												
NHS Lothian	Primary Care	Transport to PCEC within 4 hrs	1	4					1							
NHS Lothian	Primary Care	Triage refused therefore Dr requested to phone patient														
NHS Lothian	Secondary Care	999 - Ambulance (ASAP)							1							
NHS Lothian	Secondary Care	999 contacted - For information only	389	324	342	349	345	75	1				1			
NHS Lothian	Secondary Care	999 contacted - For information only														
NHS Lothian	Secondary Care	patient advised to attend A & E within 1 hour - for information only							278	337	297	321	348	335	308	
NHS Lothian	Secondary Care	Patient advised to go to A&E						5	7	11	13	6	8	9	10	
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	466	489	564	502	512	92								
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	24	31	25	15	32	4								
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 2 Hrs - Info Only							22	39	33	38	27	28	31	
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1													
NHS Lothian	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	453	451	405	456	445	446	414	378	406	380	339	339	362	
NHS Lothian	Secondary Care	Pt advised to go to A&E					382	499	499	552	476	476	401	511	488	
NHS Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	84	82	62	77	68	59	71	60	57	65	63	51	63	
NHS Lothian	Secondary Care	Speak to clinician 2 Hrs						100	126	125	117	112	119	118	128	
NHS Lothian	Secondary Care	Speak to clinician 4 Hrs														
NHS Lothian	Secondary Care	Speak to clinician within 4 Hrs	115	125	148	149	126	19								
NHS Lothian	Secondary Care	Contact Breathing Space	1							1						
NHS Lothian	Secondary Care	Contact Family Planning Clinic							1							
NHS Lothian	Secondary Care	Dental Nurse - Contact Dentist within 1								1			2	1	2	

NHS Shetland	Self Care/No Partner Action	For Information Only	3	2	1	2	2	2	2	2	2	1						
NHS Shetland	Self Care/No Partner Action	Hub to arrange appointment within 24 hours		2	1	2	2											
NHS Shetland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only			1		1											
NHS Shetland	Self Care/No Partner Action	Patient given self care advice - For Information Only	5	1	4	5	3											
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only				1		1										
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1											
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only						1										
NHS Shetland	Self Care/No Partner Action	Pt given self care advice - For Information Only							1									
NHS Shetland	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only								1								
NHS Shetland	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only									1							
NHS Tayside	Not assigned	Not assigned				1												
NHS Tayside	Not assigned	(blank)					1											
NHS Tayside	Primary Care	Contact GP Practice within 4 Hours (ASAP)	16	18	10	20	11	11	12	10	12	6	8	13	10			
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 1 hr	25	27	25	23	33	22	24	17	23	19	26	26	13			
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 2 hrs	4	7	5	3	4	3	2	5	5	3	5	3	2			
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 hr	6	14	16	13	13	16	17	10	8	6	8	6	13			
NHS Tayside	Primary Care	DN (Dr) phone patient within 2 hrs	37	38	49	33	26	40	41	29	29	44	29	39	34			
NHS Tayside	Primary Care	Dr to phone patient within 1 M (Disputed Outcome)			2	2												
NHS Tayside	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)					1											
NHS Tayside	Primary Care	Home Visit within 1 hr	2	1	1	2	2											
NHS Tayside	Primary Care	Home Visit within 2 hrs	12	8	10	12	5	9	9	12	11	5	11	7	9			
NHS Tayside	Primary Care	Home Visit within 4 hrs	36	34	37	43	35	33	37	25	32	37	36	36	40			
NHS Tayside	Primary Care	PCEC within 2 hrs	49	45	50	69	67	38	47	27	44	43	35	63	52			
NHS Tayside	Primary Care	PCEC within 4 hrs	54	57	59	59	52	56	54	71	59	70	55	55	55			
NHS Tayside	Primary Care	Pt advised to contact practice - For Information Only	135	147	152	167	152	157	162	146	171	183	224	203	219			
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	331	303	385	469	344	360	321	268	351	389	407	378	433			
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	7	10	8	8	6	7	8	4	8	4	12	7	5			
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	7	4	11	6	1	2	1	2	1	1	109	109	123			
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	52	53	62	83	69	21										
NHS Tayside	Primary Care	Pt advised to contact practice within 4 hrs - For Information Only	30	36	25	19	31	9		26	24	20	14	18	18	17		
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	11	21	19	20	17	16	20	9	11	10	20	11	6			
NHS Tayside	Primary Care	Speak to clinician within 1 hr	12	27	18	37	36	40	29	18	14	29	27	21	27			
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	49	52	58	75	56	49	36	30	47	51	33	45	43			
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs			1	1												
NHS Tayside	Primary Care	Transport to PCEC within 2 hrs	190	150	163	171	172	37	1	1	1	1	1	168	159	176	164	
NHS Tayside	Secondary Care	999 contacted - For Information only	8	15	10	5	14		8	19	7	15	8	10	8	14		
NHS Tayside	Secondary Care	999 contacted. For information only	106	104	97	100	111	23		5	8	1	4	3	6	10	4	
NHS Tayside	Secondary Care	patient advised to attend A & E within 1 hour - for information only	1	1	1	1												
NHS Tayside	Secondary Care	Patient advised to go to A&E	190	150	163	171	172	37	1	1	1	1	1	1	168	159	176	164
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 hr	2	4	1	1												
NHS Tayside	Secondary Care	Patient sent to Ambulance within 1 hr - For Information Only	222	246	128	114	121	17		2	1							
NHS Tayside	Secondary Care	Patient suitable for Mill-HR - Flow Hub to arrange	3	3	2	1												
NHS Tayside	Secondary Care	Pt advised to go to A&E	7	8	14	4	3	17	7	17	3	3	7	4	7			
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1	1	1												
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	20	42	32	32	16	22	19	30	19	20	13	16	19			
NHS Tayside	Secondary Care	Speak to clinician 2 Hrs	44	40	50	42	53	7										
NHS Tayside	Secondary Care	Speak to clinician 4 Hrs			1													
NHS Tayside	Self Care/No Partner Action	Contact Breathing Space					2		2	1	1	1	1					
NHS Tayside	Self Care/No Partner Action	Contact Dentist Next Routine Appointment						104	113	81	96	91	98	107	105			
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	2	4	1			104	113	81	96	91	98	107	105			
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	222	246	128	114	121	17		2	1							
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist Next Routine App	3	3	2	1												
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	7	8	14	4	3	17	7	17	3	3	7	4	7			
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1	1	2	2	1		1	2	1	4	2	3	1			
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	1	1	2	2	6											
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	6	4	5	3	2											
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Self Care	2	11	4	14	6	7	11	11	8	3	6	7	10			
NHS Tayside	Self Care/No Partner Action	For Information Only	40	38	34	46	49	36	41	32	33	53	36	56	36			
NHS Tayside	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	146	128	135	162	136	18	3	3	3	4	10	5	3	11		
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only					1											
NHS Tayside	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only						1										
NHS Tayside	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only							1									
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	2	7	4	5	1	1	1	4	6	3	3	1			
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	9	8	7	3	5	4	3	6	4	2	6	10	3			
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only								1								
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	19	17	25	38	18	13	23	22	17	24	14	19	14			
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	3	11	1	3	4	3	2	2	3	3	3	3	1			
NHS Tayside	Self Care/No Partner Action	Pt given self care advice - For Information Only						125	127	120	138	154	160	155	176			
NHS Tayside	Self Care/No Partner Action	Pt given self care advice - For Information Only	9	5	4	5	6		4	1	6	3	7	3	5	8		
NHS Tayside	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only																
NHS Tayside	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient					1											
NHS Western Isles	Not assigned	Not assigned																
NHS Western Isles	Not assigned	(blank)																
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 1 hr	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs		1	1				2		1							
NHS Western Isles	Primary Care	DM (Dr) phone patient within 1 hr							1									
NHS Western Isles	Primary Care	DM (Dr) phone patient within 2 hrs							2									
NHS Western Isles	Primary Care	DM (Dr) phone patient within 4 Hrs							3									
NHS Western Isles	Primary Care	Home Visit within 1 hr							4									
NHS Western Isles	Primary Care	Home Visit within 2 Hrs							5									
NHS Western Isles	Primary Care	Home Visit within 4 Hrs							6									
NHS Western Isles	Primary Care	PCEC within 1 hr							7									
NHS Western Isles	Primary Care	PCEC within 2 Hrs							8									
NHS Western Isles	Primary Care	PCEC within 4 Hrs							9									
NHS Western Isles	Primary Care	Pt advised to contact practice - For Information Only							10									
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only							11									
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only							12									
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only							13									
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only							14									
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only							15									
NHS Western Isles	Primary Care	Pt advised to contact Midwife - For Information Only							16									
NHS Western Isles	Primary Care	Pt advised to contact Optician - For Information Only							17									
NHS Western Isles	Primary Care	Pt advised to contact Orthodontist - For Information Only							18									
NHS Western Isles	Primary Care	Pt advised to contact Pharmacist - For Information Only							19									
NHS Western Isles	Primary Care	Pt advised to contact Police - For Information Only							20									
NHS Western Isles	Primary Care	Pt given self care advice - For Information Only							21									
NHS Western Isles	Primary Care	Pt given self care advice - For Information Only							22									
NHS Western Isles	Primary Care	Pt given self care advice - For Information Only							23									
NHS Western Isles	Primary Care	Pt given self care advice - For Information Only							24									
NHS Western Isles	Primary Care	Pt given self care advice - For Information Only							2									

Care Group	21/09/2025	28/09/2025	05/10/2025	12/10/2025	19/10/2025	26/10/2025	02/11/2025	09/11/2025	16/11/2025	23/11/2025	30/11/2025	07/12/2025	14/12/2025
PCARE	11668	11868	12937	12082	11751	10486	10318	11044	11729	11783	12232	12316	12281
SCARE	7435	7634	8041	7668	7380	7346	7407	7314	7766	7490	7392	7065	7135
SLFC_NPA	5276	5547	5067	4420	4357	4014	3982	4266	4471	4277	4108	4219	4239
Not assigned	1433	1414	387	11	14	74	0	157	243	208	146	156	149
Total	25812	26463	26432	24181	23502	21920	21707	22781	24209	23758	23878	23756	23804

Care Group	21/09/2025	28/09/2025	05/10/2025	12/10/2025	19/10/2025	26/10/2025	02/11/2025	09/11/2025	16/11/2025	23/11/2025	30/11/2025	07/12/2025	14/12/2025
PCARE	45.20%	44.85%	48.94%	49.96%	50.00%	47.84%	47.53%	48.48%	48.45%	49.60%	51.23%	51.84%	51.59%
SCARE	28.80%	28.85%	30.42%	31.71%	31.40%	33.51%	34.12%	32.11%	32.08%	31.53%	30.96%	29.74%	29.97%
SLFC_NPA	20.44%	20.96%	19.17%	18.28%	18.54%	18.31%	18.34%	18.73%	18.47%	18.00%	17.20%	17.76%	17.81%
Not assigned	5.55%	5.34%	1.46%	0.05%	0.06%	0.34%	0.00%	0.69%	1.00%	0.88%	0.61%	0.66%	0.63%

Calendar day	17/11/2025	18/11/2025	19/11/2025	20/11/2025	21/11/2025	22/11/2025	23/11/2025	24/11/2025	25/11/2025	26/11/2025	27/11/2025	28/11/2025	29/11/2025	30/11/2025	01/12/2025	02/12/2025	03/12/2025	04/12/2025	06/12/2025	07/12/2025	08/12/2025	09/12/2025	10/12/2025	11/12/2025	12/12/2025	13/12/2025	14/12/2025	
Overall Call Volume	361	300	330	359	354	452	517	374	323	376	365	363	473	462	352	406	308	374	383	469	449	377	398	339	310	321	427	464
Overall Calls Connected	312	268	302	272	249	356	441	282	284	325	301	281	387	379	294	339	271	299	293	376	372	338	337	278	297	294	348	383
Median Time to Answer	00:00:09	00:00:09	00:00:09	00:00:09	00:02:16	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:01:39	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	
90th Percentile Time to Answer	00:05:38	00:08:39	00:02:05	00:15:48	00:27:11	00:16:27	00:10:43	00:10:23	00:06:42	00:06:12	00:15:30	00:19:20	00:13:05	00:08:44	00:17:01	00:11:37	00:09:45	00:17:01	00:12:49	00:14:10	00:12:36	00:06:45	00:07:21	00:12:58	00:00:09	00:03:35	00:10:05	00:12:02

Please note the Mental Health Hub figures are a subset of 111, and as such are included in the overall volumes.

Week Endng Date	21/09/2025	28/09/2025	05/10/2025	12/10/2025	19/10/2025	26/10/2025	02/11/2025	09/11/2025	16/11/2025	23/11/2025	30/11/2025	07/12/2025	14/12/2025
Overall Call Volume	2793	2866	2913	2979	2840	2778	2783	2893	2734	2673	2736	2741	2636
Overall Calls Connected	2178	2406	2562	2392	2392	2191	2170	2297	2240	2200	2239	2244	2275
Median Time to Answer	00:00:09	00:00:06	00:00:06	00:00:06	00:00:06	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09
90th Percentile Time to Answer	00:15:57	00:10:14	00:05:58	00:13:59	00:08:53	00:14:03	00:14:47	00:15:13	00:14:11	00:12:46	00:12:07	0:13:33	00:09:05

Please note the Mental Health Hub figures are a subset of 111, and as such are included in the overall volumes.

These graphs are not including any of the Azure data warehouse data and only complete SAP

